



PROMOTIONAL EXAMINATION FOR

EXECUTIVE SECRETARY I

DEPARTMENTAL Promotional for: California Department of Social Services

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

POSITIONS EXIST In Sacramento Only

WHO SHOULD APPLY

This is a departmental promotional examination for the Department of Social Services.

1. Applicants must have a permanent civil service appointment with the Department of Social Services as of the final filing date, in order to participate in this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code Section 18890; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.

For applicants under items 2, 3, or 4, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete. If applicable, submit a copy of the DD214 or other official discharge documents.

HOW TO APPLY

Applications (STD 678) are available and may be filed in person or by mail with the California Department of Social Services, Personnel Bureau, Examination Unit, 744 P Street, MS 8-15-59, Sacramento, CA 95814 or mailed to the California Department of Social Services, Personnel Bureau, Examination Unit, P. O. Box 944243, Sacramento, CA 94244-2430. **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.**

APPLICATION DEADLINE

FINAL FILE DATE: MARCH 4, 2009

Applications (STD 678) must be **POSTMARKED** no later than the final file date. **Applications postmarked, personally delivered or received via interoffice mail after the final file date will not be accepted for any reason.**

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

REQUIRED IDENTIFICATION

NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

SALARY RANGE

\$3,020 - \$3,672 per month

QUALIFICATIONS APPRAISAL INTERVIEW

The examination will consist of a Qualifications Appraisal Interview. It is anticipated that interviews will be held during **APRIL/MAY 2009**. Interviews will be held in Sacramento only. **No reschedules of interviews will be allowed.**

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

**ELIGIBLE LIST
INFORMATION**

A departmental promotional list will be established for the California Department of Social Services. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**REQUIREMENTS
FOR ADMITTANCE
TO EXAMINATION**

NOTE: IT IS YOUR RESPONSIBILITY TO MAKE SURE YOU MEET THE MINIMUM QUALIFICATION REQUIREMENTS FOR THIS EXAMINATION BY THE FINAL FILE DATE. YOUR SIGNATURE ON YOUR APPLICATION INDICATES THAT YOU HAVE READ, UNDERSTOOD, AND POSSESS THE BASIC QUALIFICATIONS REQUIRED.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, or II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I and additional experience amounting to 50% of the required time of Pattern II may be admitted to this examination as meeting 100% of the overall experience requirement.

**MINIMUM
QUALIFICATIONS****Either I**

In the California state service, one year of experience performing secretarial duties at a level of responsibility not less than that of Secretary.

OR II

Three years of experience in clerical work, at least one year of which shall have been in a responsible secretarial position performing a variety of difficult secretarial work. (Experience in California state service applied toward the special one-year requirement must be in a class with a level of responsibility not less than that of Office Technician.) [Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.]

**SPECIAL
PERSONAL
CHARACTERISTICS**

A demonstrated interest in assuming increasing responsibility; mature judgment; loyalty; poise; tact; discretion, and common sense.

**ADDITIONAL
DESIRABLE
QUALIFICATION**

Education equivalent to completion of the twelfth grade.

**SPECIAL
REQUIREMENTS**

Ability to type at a speed of not less than 45 words per minute. **NOTE: Successful competitors may be required to submit evidence at the time of appointment.**

THE POSITION

Under direction of the administrator of a major subdivision of a large State agency or a comparable level executive, incumbents perform difficult and responsible secretarial work and relieve the administrator of a variety of administrative and office details.

(CONTINUED ON NEXT PAGE)

**EXAMINATION
INFORMATION**

This examination will consist of a Qualifications Appraisal Interview. The interview will include a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

QUALIFICATIONS APPRAISAL INTERVIEW - WEIGHTED 100%**Scope:****A. Knowledge of:**

1. Administrative and clerical procedures and systems (e.g., filing system, desk procedures, tickler file, logging/automated tracking systems, etc.) to maintain and retrieve information, train staff, respond to inquiries from staff/public, to complete work assignments, etc.
2. Business English in order to review correspondence, proofread grammatical construction for errors and clarity of documents, effectively communicate with staff and others, etc.
3. Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
4. Office equipment (e.g., copiers, fax, telephones, personal computers, shredders, etc.) in order to operate and maintain the equipment, disseminate information to staff and others, facilitate work assignments, etc.

B. Skill to:

1. Independently gather data in order to compose correspondence (e.g., memoranda, letters, reports, etc.) and assemble for appropriate review.
2. Handle with courtesy and tact a wide variety of public contacts (e.g., Governor's Office, Legislature, other governmental entities, etc.) both on the telephone and in person in order to respond to inquiries, disseminate information, provide assistance, promote a positive work environment, and gain the cooperation of others.

C. Ability to:

1. Type at a speed of 45 words per minute in order to effectively complete work assignments, type correspondence, transcribe minutes, disseminate information to staff and others, etc.
2. Effectively provide written, oral, functional direction to other support staff in order to ensure completion of required work duties, train support staff, communicate information, etc.
3. Perform difficult clerical work in order to identify and process sensitive/confidential information and complete work assignments.
4. Keep confidential records.
5. Independently carry out non-routine administrative assignments (e.g., attend meetings, compose correspondence, provide orientation to new staff, etc.).

**VETERANS
PREFERENCE**

Veterans preference credit is **not** granted in promotional examinations.

GENERAL INFORMATION

Americans with Disabilities Act, Title II: The California Department of Social Services (CDSS) is committed to a strong policy of equal employment opportunity. To this end, CDSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities ACT (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

For an examination without a written feature it is the candidate's responsibility to contact the California Department of Social Services, Personnel Bureau, at (916) 657-1762 three weeks after the final filing date if he/she has not received a progress notice.

GENERAL INFORMATION (*Continued*)

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request. Applications are available at State Personnel Board offices, local offices of the Employment Development Department, and the Department noted on the front.

If you meet the requirements as stated, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees (i.e., former Department employees or current employees on TAU, T&D, and LT status) may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Criminal Record Clearance Information: Some positions within various divisions of the California Department of Social Services are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

Mock Oral Interviews: Questions regarding mock oral interviews for promotional examinations should be directed to the California Department of Social Services, Equal Employment Opportunity Office at (916) 657-2326.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
P.O. BOX 944243
SACRAMENTO, CA 94244-2430

If deaf or hearing impaired, call the California Relay Service - From TDD phones: 1-800-735-2929
From voice phones: 1-800-735-2922

TTY telephone number: Sacramento (916) 653-5457

TTY is Telecommunications Typewriter and is reachable only from phones equipped with a TTY/TDD Device.